



RAN-2411001103050001

B.Sc. (IT) (NEP) (Sem. III) Examination November - 2025 IT Business Communication - I (Paper - 301)

Time: 60 Minutes]
[Total Marks: 25
સૂચના : / Instructions

- (1) ઉપરોક્ત દર્શાવેલ વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
Fill up strictly the above details on your answer book.

Seat No.:

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Student's Signature

Q. 1. Draft a meaningful conversation on the following: (Any 1) (05)

- (A) **Situation:** A junior developer presents code for review.
Conversation: Senior suggests improvements, junior explains choices, both agree on best practices.
- (B) **Situation:** An employee misunderstood a task due to unclear email.
Conversation: Clarification, polite corrections, and confirming understanding.

Q. 2. Do as Directed: (08)
(A) Fill in the blanks with the correct options:

Dear Team,

The IT department has decided to install new _____ (firewalls / chairs) to enhance network security. Regular _____ (updates / coffee breaks) will be scheduled to ensure smooth operation. Additionally, we are implementing a new _____ (cloud storage / whiteboard) system to improve data accessibility.

Regards,

(B) Based on your understanding of Ethics in professional communication, interpret the given case studies:

Case: An employee frequently uses the company-issued laptop to watch movies, play games, and download personal software. One day, the laptop gets infected with malware, which spreads to the company network.

Q. 3. Do as Directed: (Any 3) (12)

- (A) You are a software developer attending a client meeting to gather requirements for an e-commerce website. Draft five questions you would ask the client to understand their needs clearly.
- (B) You attended a security team meeting where the following points were discussed:
- Password policy update
 - Multi-factor authentication
 - Training employees on phishing emails. Draft a minutes of Meeting note summarizing the discussion.

- (C) How will you approach the given abstract topics in a Group-Discussion? (Any 1)
(1) Bridges We Burn / Bridges We Build (2) Logic vs Creativity
- (D) You are part of the IT services team. A client has requested that your team implement a new software feature immediately, even though it falls outside the current project scope. Draft a professional email denying the request, following the three-step approach: acknowledgment, polite denial with reason, and offering an alternative timeline or solution.
- (E) Give 5 expressions for affirming that customers concerns are valid for the concerns he has raised regarding the website.
- _____